

Department of Parks, Recreation and Culture
Withdrawal and Refund Guidelines

For refunds, a **written request** must be mailed or submitted to one of the following:

City of Gaithersburg Department of Parks, Recreation and Culture
 506 S. Frederick Ave
 Gaithersburg, MD 20877

Email: parksrec@gaithersburgmd.gov

A written request must include the participant's name, payer's name, address, phone number, course number and reason for withdrawal. Refunds are based upon the date written request is received. Partial refunds will not be issued for missed classes and no refunds will be considered after program is completed. For questions or inquiries, call (301) 258-6350 or email at parksrec@gaithersburgmd.gov

Program or Activity	Refund Policy	Withdrawal / Processing Fee Charged:
Virtual Programs and Activities	Withdrawal requests received at least 14 days prior to program start date are subject to a \$10 processing fee. No refunds within 14 days of start of program. No refunds after program has started.	\$10 processing fee for requests 14 days prior to program start date. No refunds within 14 days of the start of program. No refunds or exchanges after program has started.
Aquatic Classes & Swim Lessons	Withdrawal requests received before start of program will be refunded less a \$10 processing fee. If request is received on or after the start date, refund will be prorated based on the date received and processing fee will be applied.	\$10 processing fee. Prorated charge for the number of classes that have met.
Recreation Classes (excluding classes held at Arts Barn)	Withdrawal requests received before start of program are subject to a \$10 processing fee. If request is received on or after the start date, refund will be prorated based on the date received and processing fee will be applied.	\$10 processing fee. Prorated charge for the number of classes that have met.
Arts Barn Camps & Summer Art Intensives / Kentlands Mansion Camps	Withdrawal requests made on or prior to May 13 are subject to \$10 processing fee per session. Requests after May 13 will be subject to a \$20 processing fee per session. No refunds or exchanges within 30 days of the start of program. No refunds or exchanges after program has started.	\$10 processing fee per session before May 14. \$20 processing fee per session after May 14. No refunds or exchanges within 30 days of the start of program.
Arts Barn / Kentlands Mansion Programs	Withdrawal requests received at least 14 days prior to program start date are subject to a \$10 processing fee. No refunds within 14 days of start of program. No refunds after program has started.	\$10 processing fee 14 days prior to start date. No refunds within 14 days of program.
Casey Community Center programs (including LetsCook@Casey classes*, movies, Tasty Book classes and other events)	<u>No refunds</u> will be granted *a one-time transfer may be granted for requests of equal value and received more than 48 hours before scheduled start time.	Cost of program
Youth & Teen Sports Programs	Withdrawal requests will be granted when request is received prior to the first game of program. Requests received on/after the first game date will be prorated based on the date the request is received and a \$10 processing fee will be charged.	Before first game – no fee. On/after first game- \$10 processing fee and prorated charge for the number of dates that have met.

Youth Services sponsored activities: including, but not limited to Break Blasts, Half Day Hooplas, Youth Club trips and programs	Withdrawal requests will be granted when request is received prior to the first date of program. Requests received on/after start of program will be prorated based on the date the request is received.	Prorated charge for the number of classes that have met.
Summer Camp Programs	Refund requests made on or prior to May 13 will be assessed a \$10 processing fee per session. Requests after May 13 will be assessed a \$20 processing fee per session. Withdrawals equaling less than \$20 per session are nonrefundable after May 13. There are no refunds for any camp program once the session has started.	\$10 processing fee per session before May 14. \$20 processing fee per session after May 14. No refunds after program has started
Study Bubble Program	Withdrawal requests received at least one week prior to first date of program are subject to a \$10 processing fee per session. Requests received less than one week before start of program are subject to a \$30 processing fee. Requests made on/after start of program will be subject to \$30 processing fee and be prorated based on the date the request is received.	\$10 processing fee per session 7 days prior to start date. \$30 processing fee for requests received less than one week before the start of program. After start of program - \$30 processing fee and prorated charge for dates that have met.
Clinics and GYC Mini Camps	Withdrawal requests received prior to start of program are subject to a \$10 processing fee per session. No refunds will be granted once the program has started.	\$10 processing fee per session before start of program.
Benjamin Gaither Center Classes & Trips	Withdrawal requests received before start of program are subject to a \$2 processing fee. If request is received on or after the start date, refund will be prorated based on the date received and processing fee will be applied. Withdrawal fee for trips equals cost of ticket or seat, unless admission can be resold.	\$2 processing fee. Prorated charge for the number of classes that have met. Trips – cost of ticket or admission.
Arts Barn Theater / Kentlands Mansion Performances or Event Tickets	No refunds will be granted. Exchanges may be considered for another date/same show only	Cost of ticket

Additional information:

- Even if not specifically listed, all program and activity withdrawals may be subject to processing fees. For information, contact Department of Parks, Recreation and Culture administrative offices at parksrec@gaithersburgmd.gov or call 301 258-6350.
- If the Department cancels a program, activity, event or performance for any reason, or changes the location or time of a program and customer cannot attend, a full refund will be granted.
- Full refund will be granted if the skill level of the class or activity is not appropriate for participant and an alternative class/activity is not available.
- All refunds will be issued to the payer in form of debit or credit card reversal. All others will be refunded via check. Refunds will be processed within 2-4 weeks of receipt of request.